



PARTY RENTALS FAQ

RESERVATIONS:

Q: How do I make a reservation?

A: First, you will need to create a quote. You can do this a few different ways. You can call our Events Office at 231-737-7368 x 1 to talk to one of our Event Specialists and they can help create a quote. Or you can use our website and put items in a cart. When you submit it, it will be sent to our Events Office and they will email your quote to you in the next 24 hours. Or you are always welcome to come into our Events Office and our Events staff with help create a quote for you. Once you are happy with your quote or would like to make it into a reservation, a down payment of 50% is due to reserve it. The remaining payment is due 30 days before your event.

Q: How much do I need to pay to make my quote into a reservation?

A: We normally ask for a down payment of 50% of your quote. But if your event is more than 9 months away, we are able to negotiate another down payment amount. Visit or call our Events Office 231-737-7368 x 1 to talk about down payment options.

Q: When is my final payment due?

A: The final payment is due 30 days before your event.

Q: What type of payment do you accept?

A: We accept all major credit cards, cash, and checks.

Q: Do I need a Driver's License in order to make a reservation?

A: Yes, we do require a valid Michigan driver's license. If an out of state license is provided a credit card must be used for payment.

Q: How long is the rental period?

A: For all of our Event and Party rentals, the minimum rental period is one day. This "day rate" is rarely a 24 hour period. For events over the weekend, we charge the "day rate" for the whole weekend. This means the reservation is for Friday – Monday and you would only be charged for the one day.

Q: Can I make changes to my order?

A: Yes, you can make as many changes as you like. But please be mindful of the 7 day cancellation period (or the 3 week cancellation period for special order linens). We will try to accommodate changes to orders up to the time the trucks leave our warehouse. If you require changes after your initial delivery, an additional delivery charge will be applied.

Q: Can I make an appointment to meet with an Event Specialist about my wedding or event?

A: Yes, please call us at 231-737-7368 x 1 to make an appointment. Otherwise you are always invited to stop in to our Events Office at Redi Rental's Muskegon location and one of our Event Specialists will be happy to help with answering your questions, showing you any of our rental items, or creating a quote or reservation.

Q: What size tent do I need for my event?

A: Our experienced Event Specialists are available to help determine your tent rental needs by consulting with you and asking questions that will help us to suggest the most appropriate size. Site checks are available at no cost and recommended to determine the available space for a tent at your event location.

Q: My event is in Grand Haven, why do I need to go to the Muskegon store to make a party reservation?

A: Our Muskegon location contains the Events Office for both stores. Our Event Specialists are only located at the Muskegon store. This also means that majority of the Party deliveries come out of the Muskegon Store. You can still pick up Party items at the Grand Haven store but when making a quote or reservation, you will be redirected to our Events Office at the Muskegon Redi Rental.

DAMAGE WAIVER:

Q: What is the "damage waiver" and why is it on my quote/reservation?

A: The damage waiver covers any accidental damages to the rentals. It is 15% of the rentals. It is an optional charge and is non-refundable. The waiver does not include rentals that have been lost or stolen. This waiver is added to all contracts automatically.

Q: Is the damage waiver refundable?

A: No, it is not refundable. You can decline the damage waiver before the reservation's event date. Please let your Event Specialist know and they will take the damage waiver off for you.

CANCELATIONS:

Q: What if I need to cancel my reservation last minute?

A: Majority of our event rentals have a 7 day cancellation period. If you cancel before the 7 days, we can issue you a full refund. If you cancel anytime during the 7 days before the event, then we are not able to issue a refund of any kind.

Q: Can I cancel my bounce house if the weather is cold or rainy?

A: No, if you cancel your bounce house during the 7 days before the event, we are unable to issue you a refund. But if the weather is not ideal for having the bounce house outside, then we are able to

move your reservation to another day. Just call our Events Office and our staff will be able to change your reservation to another day/weekend.

Q: Can I cancel my tent if the weather is nice and sunny?

A: No, if you cancel your tent during the 7 days before the event, we are unable to issue you a refund.

Q: When can I cancel my special order linens?

A: There is a 3 week cancellation policy for all special order linens. Please let us know 3 weeks before your event if you would like to cancel your linens, we will then be able to give you a refund. If you cancel your special order linens any time during the 3 weeks before your event, we will not be able to issue you a refund.

DELIVERY & PICK UP

Q: Do you charge for delivery and pick up?

A: Yes, our delivery/pick up fees are based on the location and miles. Please call our Events Office and talk to one of our Event Specialists for your specific delivery location.

Q: When do you deliver?

A: Our regular delivery hours are Monday-Saturday 8 am-6 pm. Once you make a reservation with us, we will have a member of our Scheduling Team call you to schedule delivery and pick up times that work for you. We can typically deliver one to three days before your event.

Q: Will Redi Rental set up and take down the equipment?

A: Our staff will set up and take down most tents, stages, dance floors, pipe & drape, and string lights. The prices of these items normally include set up/pick up. If you are unsure, please ask your Event Specialist. All other equipment (tables, chairs, linens, etc.) is set up and taken down by the customer. Set up and take down service for tables, chairs, and other items is available at an additional charge. These arrangements must be made prior to delivery and pick up.

Q: Where will the equipment be left?

A: Equipment will be delivered ground level to a door, garage, or yard that is immediately accessible to our trucks (within 20 feet). Equipment must be restacked and ready for pick up in the same manner and place as delivered. If the equipment is not stacked at the time of pick up and our team needs to take down and stack the chairs, we will have to charge a fee which varies depending on the item.

Q: Can I pick up my rental items instead of having them delivered?

A: Yes. We can adjust your quote/reservation so your items will be available for pick up at either our Muskegon or Grand Haven store. Our staff will load your items, help secure any of the of items, and can answer any questions about the items.

SET UP & TAKE DOWN

Q: Can Redi Rental set up and take down our tables and chairs?

A: Yes, we can but there is an additional fee.

\$4 to set up/take down any table

\$2 to set up/take down Chiavari and White Resin Garden chairs

\$1 to set up/take down Brown and White Vinyl folding chairs

Q: Can I rent a tent that I am able to set up myself?

A: Yes, we have 15x15, 20x20, 20x30, and 20x40 Rope & Pole tents that you are able to set up yourself. These types of tents are perfect for graduation parties or small weddings. We have instructions located on our website to explain how to set up these tents.

LINENS:

Q: Do the linens need to be washed before they are returned? How do they need to be returned?

A: No, the linens do not need to be washed. They linens need to be cleared of food and other debris and they need to be placed in the linen bag that has been provided by Redi Rental.

Q: What size linens do I need for my tables?

A: You can call our Events Office at 231-737-7368 x 1 to get specific sizes.

But generally for a 120" Round Table here are your options:

Half Drop: 90" Round Linen

Floor Length: 120" Round Linen

And for an 8 Foot Banquet Table here are your options:

Half Drop: 60x120" Linen

Floor Length: 90x156" Linen

Q: Do you have other kinds of linens like burlap or organza?

A: Yes, we have Polyester Linens in many different colors but we also have many other kinds of linens that we can special order for you. Come into our Events Office and one of our Event Specialists can help you find the type and style of linens that will work best for you and your event.

Q: Do the special order linens have a different cancellation policy?

A: Yes, if you order special order linens with us, there is a 3 week cancellation policy. Please let us know before 3 weeks before your event if you would like to cancel your linens, we will then be able

to give you a refund. If you cancel your special order linens any time during the 3 weeks before your event, we will not be able to issue you a refund.

FOOD SERVICE ITEMS:

Q: Are we required to wash china, flatware, glassware or any other food service items?

A: No, the items do not need to be washed. They do need to be rinsed of food before they are returned. Please sort the items and repack them in their original delivery containers.

AFTER HOURS HELP:

Q: Who do I call if I have an issue with my party rentals when Redi Rental is not open?

A: If you have an issue with any of our party rental items outside of our normal store house please call 231-740-0182.